	<del>-</del>		Roles and Responsibilities					<u> </u>
			Accenture	Transition				
Item#	Transition Meetings/Reports	Milestones	Resource	Resource	Start Date	End Date	Status	Comments
	eServicing Transition Kick-Off Meeting Accenture,							
1	FSA, and ACS	Review Transition Task	Tanu Taular	FSA, ACS, Accenture	10/8/2003	10/0/2002	Complete	
		Review Hallstillon rask	Tony Taylor	FSA, ACS, Accenture	10/8/2003	10/8/2003	Complete	
2	eServicing O&M Transition - Weekly Status Reports							
		Delivery of Weekly eServicing Operations and Maintenance						
		Transition Update Report - Week 1	Tony Taylor	FSA	10/8/2003	10/8/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance						
		Transition Update Report - Week 2	Tony Taylor	FSA	10/15/2003	10/16/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance	TT	FC 4	40/00/0000	40/00/0000	0	
		Transition Update Report - Week 3 Delivery of Weekly eServicing Operations and Maintenance	Tony Taylor	FSA	10/22/2003	10/22/2003	Complete	
		Transition Update Report - Week 4	Tony Taylor	FSA	10/29/2003	10/29/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance	Tony Taylor	1 0/1	10/23/2003	10/23/2003	Complete	
		Transition Update Report - Week 5	Tony Taylor	FSA	11/5/2003	11/7/2003	Complete	
		Delivery of eServicing Operations and Maintenance Transition						
		Summary Report	Tony Taylor	FSA	11/12/2003	11/12/2003	Complete	
3	eServicing O&M Transition - Weekly Meetings							
		Conduct eServicing Transition Weekly Meeting ACS Week 1	Tony Taylor	R. Alcorn	10/3/2003	10/3/2003	Complete	
		Conduct edervicing Transition Weekly Meeting Acc Week 1	Tony Taylor	IV. AICOITI	10/3/2003	10/3/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 1	Tony Taylor	FSA, ACS	10/8/2003	10/8/2003	Complete	
		, ,		·			'	
		Conduct eServicing Transition Weekly Meeting ACS Week 2	Tony Taylor	R. Alcorn	10/14/2003	10/14/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 2	Tony Taylor	FSA, ACS	10/15/2003	10/15/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 3	Tony Taylor	R. Alcorn	10/20/2003	10/20/2003	Complete	
		Conduct edervicing Transition Weekly Meeting Acc Week 3	Tony Taylor	IX. AICOITI	10/20/2003	10/20/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 3	Tony Taylor	FSA, ACS	10/22/2003	10/22/2003	Complete	
		, ,		·				
		Conduct eServicing Transition Weekly Meeting ACS Week 4	Tony Taylor	R. Alcorn	10/27/2003	10/27/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 4	Tony Taylor	FSA, ACS	10/29/2003	10/29/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 5	Tony Taylor	R. Alcorn	11/3/2003	11/5/2003	Complete	
		Conduct eservicing transition weekly weeting ACS week 5	TOTTY TAYLOT	N. AICUITI	11/3/2003	11/3/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 5	Tony Taylor	FSA, ACS	11/5/2003	11/7/2003	Complete	
		The state of the s	3.17 129.01		15,2550	,2000		
4	eServicing O&M Summary Meeting							
		Conduct eServicing Transition Summary Meeting ACS Week						
		6	Tony Taylor	R. Alcorn	11/10/2003	11/10/2003	Complete	
		Conduct of Consising Transition Cummons Mosting TOA Wests	Tony Toylor	FCA ACC Acceptance	44/42/2022	44/44/2000	Camplate	
		Conduct eServicing Transition Summary Meeting FSA Week 6	rony raylor	FSA, ACS, Accenture	11/12/2003	11/14/2003	Complete	

			Roles and Responsibilities					
Task#	Transition Activities			Transition Resource	Start Date	End Date	Status	Comment
1	Transition Checklist							
		Delivery of eServicing O&M Transition Checklist	Tony Taylor	Rebecca Alcorn	10/6/2003	10/6/2003	Complete	
2	Roles and Responsibility Matrix							
		Delivery of eServicing Responsibility Matrix (Organization)	Tony Taylor	Rebecca Alcorn	10/7/2003	10/7/2003	Complete	
		Delivery of eServicing Roles Responsibility Matrix (Resources)	Tony Taylor	Rebecca Alcorn				
					10/7/2003	10/7/2003	Complete	

			T				
	Command Decommendation and Decommend						
3	Support Documentation and Procedures	Delice at a CRM Betel. Content list decreases	I I This server	M/II MII	40/4/0000	40/4/0000	20
		Delivery of eCRM Batch - Contact list document  Delivery of eCRM Batch - Batch Overview document	H.Thippeswamy	Wilson Verardi	10/1/2003 10/9/2003		3 Complete 3 Complete
			H.Thippeswamy	Wilson Verardi			3 Complete
		Delivery of eCRM Batch - Autosys Overview document Delivery of eCRM Batch - Overview of Environments/Misc	H.Thippeswamy H.Thippeswamy	Wilson Verardi Wilson Verardi	10/10/2003	10/10/2003	SComplete
		document.	n. mppeswamy	wilson verarui	10/13/2003	10/13/2003	3 Complete
		Delivery of eCRM Batch - Maintenance/Management of Batch	H.Thippeswamv	Wilson Verardi			
		document.	,		10/14/2003	10/14/2003	3 Complete
		Delivery of eCRM Batch - Version Control/CM of Batch	H.Thippeswamy	Wilson Verardi			
		Interface Codes document			10/16/2003	10/16/2003	3 Complete
		Delivery of eCRM Batch - Build Migration Process document	H.Thippeswamy	Wilson Verardi	10/17/2003	10/17/2003	3 Complete
		Delivery of eCRM Batch - Trouble Shooting Production Issues	H.Thippeswamy	Wilson Verardi			
		document			10/20/2003		
		Delivery of eCRM Batch - Miscellaneous document	H.Thippeswamy	Wilson Verardi	10/21/2003	10/21/2003	3 Complete
		Delivery of eCRM MQ - eCRM Middleware Architecture Guide	Ming Yu	Art Contreras			
		Delivery of a CDM Or continue	<u> </u>	D 1 A:	10/1/2003		3 Complete
		Delivery of eCRM Operations and Maintenance Manual	Tony Taylor	Rebecca Alcorn	10/1/2003		3 Complete
		Delivery of eServicing Requirements Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003		3 Complete
		Delivery of eServicing Design Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003		
		Delivery of eServicing Testing Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003		3 Complete
		Delivery of CTI Migration Procedures Documentation Delivery of User Creation, Modify, & Deletion Procedures	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	3 Complete
		Document	Tony Taylor	Rebecca Alcorn	10/1/2002	10/24/2003	3 Complete
		Delivery of CTI Trouble Shooting Matrix	Tony Taylor	Rebecca Alcorn		10/24/2003	
		Delivery of CTI Architecture Diagram	Tony Taylor	Rebecca Alcorn		10/24/2003	
		Delivery of CTI Test Procedures Document	Tony Taylor	Rebecca Alcorn		10/24/2003	
		Delivery of eCRM Security Plan Document	Tony Taylor	Rebecca Alcorn		10/24/2003	
		Delivery of eCRM Technical Architecture Diagram	Len Matthews	Rebecca Alcorn	10/1/2003		3 Complete
4	Technical Architecture						
		Conduct eCRM Technical Architecture Sessions	Len Matthews	Rebecca Alcorn	10/13/2003	10/16/2003	3 Complete
	0.6						
5	Software/Hardware Licensing and Maintenance			T0.4			
		Provide Maintenance Agreements for Accenture renewed Software/Hardware	Tony Taylor	FSA	10/20/2003	10/24/2003	3 In-Progress
6	Inventory of Infrastructure Components						
		Review of Inventory on all infrastructure components	Tony Taylor	Rebecca Alcorn	10/20/2003	10/21/2003	3 Complete
7	eCRM Application and Functionality/Siebel	0 1 00000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		5			1
		Conduct eCRM Meeting to Review and Transition all Open	Len Matthews	Rebecca Alcorn	40/45/0000	40/45/0000	00
		DMRs Conduct oCRM MO Middlewers Companents Sessions	Mina Vu	Art Contrors	10/15/2003		3 Complete
		Conduct eCRM MQ - Middleware Components Sessions	Ming Yu	Art Contreras Art Contreras	10/8/2003	10/20/2003	Scomplete
		Conduct eCRM MQ - MQ Series ( Clustering/Queue/Channels) Sessions	Ming Yu	An Contreras	10/9/20	10/10/2003	Complete
		Conduct eCRM MQ - MQ Series Integrator - Sessions	Ming Yu	Art Contreras	10/8/20		3 Complete
		Conduct eCRM MQ - MQ Series integrator - Sessions  Conduct eCRM MQ - COM Adapter - Sessions	Ming Yu	Art Contreras	10/15/2003		
		Conduct eCRM MQ - MS Clustered Services - Sessions	Ming Yu	Art Contreras	10/13/2003		
		Conduct eCRM Data Reconciliation Review Sessions	Tony Taylor	Rebecca Alcorn	10/20/2003		
		23.22.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2			. 5, 25, 2500	. 3,2 .,2000	
8							
	EDDD/EC Application and Formation History						
	EBPP/EC Application and Functionality/eDocs	Delivery of Vendor Contacts List	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	3 Complete
		Conduct Meetings to Review and Transition all open	Tony Taylor	1 CODOGGA / NOUTT	10/1/2003	10/24/2000	o complete
		EBPP/EC DMRs	Mike McCarthy	Joy Singh	10/16/2003	10/24/2003	3 Complete
		-		7 - 3	5, 5, 250		
		· ·		1			· · · · · · · · · · · · · · · · · · ·

9							
	Borrower Self Service Application and Functionality						
		Conduct Meeting to Review and Transition all open Self					
		Service DMRs to ACS	Mike McCarthy	Joy Singh	10/16/2003	10/24/2003	3 Complete
10	eCRM Batch - EIM Batch Architecture						
		Conduct eCRM Batch Documentation Review - Sessions	H.Thippeswamy	Wilson Verardi	10/6/2003	10/9/2003	3 Complete
		Conduct eCRM Batch Review on Environments/Misc -					
		Sessions	H.Thippeswamy	Wilson Verardi	10/21/2003	11/7/2003	3 Complete
11	eCRM Batch - Monitoring of the Batch and Online						
	Processing of eServicing						
		Conduct eCRM Batch Processing Review Sessions	H.Thippeswamy	Wilson Verardi	10/13/2003	10/17/2003	Complete
		Conduct eCRM Batch - Maintenance/Management of Batch -			40/40/0000		
		Sessions	H.Thippeswamy	Wilson Verardi	10/13/2003	11/7/2003	3 Complete
12	eCRM Batch - Scheduling of Batch jobs						
		Conduct eCRM Batch - Autosys Review Session	H.Thippeswamy	Wilson Verardi	10/15/2003	10/31/2003	Complete
46	Total - Books						
13	Testing Processes						
		Conduct Sessions for Alpha build process for eServicing			10/1/05	40/45/05	
		modules	Kyu Lee	Jon Stransky		10/15/2003	
		Testing Approach Review for EBPP/EC	Kyu Lee	Joy Singh	10/13/2003		
		Review Testing Approach for eCRM	Kyu Lee	Jim Pugh	10/13/2003		
		Conduct Back End Testing Process Review	Kyu Lee	John Stransky	10/13/2003	10/24/2003	Complete
14	eCRM - CM Processes	lo I i opub i i i o i i o i i o i i o i i o i i o i i o i i o i i o i i o i i o i					
		Conduct eCRM Batch Version Control/CM of batch Interface			40/00/0000		
		Codes - Session	H.Thippeswamy	Wilson Verardi	10/22/2003		
		Conduct eCRM MQ - Migration Session	Ming Yu	Art Contreras	10/21/2003	10/23/2003	Complete
		Delivery of all code currently residing in QVCS to ACS so ACS					
		can migrate to their CM tool of choice	All	Rebecca Alcorn	10/3/2003	10/24/2003	Complete
15	eCRM - System Start Up and Shutdown						
		Conduct Start-Up Shutdown Sessions for eCRM Batch		Wilson Verardi	10/23/2003		
		Conduct Start-Up Shutdown Sessions for MQ/MQSI	Ming Yu	Art Contreras	10/20/2003	10/20/2003	3 Complete
16	eCRM - Security and User administration						
		Conduct eCRM Application -User ID Create, Modify, Delete					
		Procedures Session	Len Matthews	Rebecca Alcorn	10/15/2003	10/17/2003	Complete
	Monitoring Operations such as: Periodic Reporting,						
	Event logging, and Alarms	T			10/0-1	44/4:/==	
		Turn over primary maintenance responsibilities to ACS	Len Matthews	Rebecca Alcorn	10/27/2003	11/14/2003	Complete
		Turn over primary pager support to ACS resources for		D	40/07/005	40/0=/00=	
		Production issues.	Len Matthews	Rebecca Alcorn	10/27/2003		
		Turn over Daily monitoring of EIM batch jobs	H.Thippeswamy	Wilson Verardi	10/24/2003		3 Complete
		Turn over Outage reporting and process to ACS	Len Matthews	Rebecca Alcorn	10/24/2003	10/28/2003	Complete
		Turn over Electronic Billing and Correspondence reporting and		D	40/01/2055	40/00/22	
		process to ACS	Tony Taylor	Rebecca Alcorn	10/24/2003		
		Turn over Borrower Self Service Reporting to ACS	Tony Taylor	Rebecca Alcorn	10/24/2003	10/28/2003	complete
46	In the Management Avill in the Leave Management		-	1	+		
18	Issue Management (will include transition of any						
	open issues)	Conduct Monting to Decision to	L == M=4°	Dahara A'	40/40/0000	40/47/0000	) Complete
		Conduct Meeting to Review Issue Management Process.	Len Matthews	Rebecca Alcorn	10/13/2003	10/17/2003	3 Complete
		Conduct Meeting to Review and Transition all open issues to	T	Dahara Al	40/40/0000	40/04/0000	00
		ACS	Taylor/Matthews	Rebecca Alcorn	10/13/2003	10/24/2003	Complete
46	E. WB. II. M. M						
19	Fault/Problem Management		T 1 /8 * · · ·	D 1 A:	40/40/0000	40/47/0000	) Complete
		Conduct - Change Control Procedures Session	Taylor/Matthews	Rebecca Alcorn	10/13/2003	10/17/2003	Complete

The following system Change Requests are being carried over from the current eServicing Operations and Maintenance phase and will be transitioned during the period of performance for this task order:

Roles	and	Res	ponsibilities
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			Accenture	Transition				
DMR #	System Change Requests	Milestones	Resource	Resource	Start Date	End Date	Status	Comment
9227	Loan's Disbursed Across Packets							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9229	Data Reconciliation							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9243	Creation of Borrower Discharge Activity View							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9242	Account Summary – 2 Additional Fields							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9057	Aggregator Redesign							
		Delivery of DMR Package and Analysis Documents	Mike McCarthy	Joy Singh	10/6/2003	10/6/2003	Complete	